

ABSTRACT OF THE DISCLOSURE

Method and Apparatus for Reporting Total Call Quality. The present invention provides the capability to report the quality of an entire call to an operator. In one embodiment, the invention works by receiving message associated with the call, the messages including a set of call quality metrics. The invention then compares at least one of the call quality metrics to at least one of a set of associated thresholds, at intervals of time, for determining whether call quality is one of a set of call qualities for the designated time interval. Next, the invention determines at least one percentage of at least one call quality from the set of call qualities received for all of the time intervals for the call.